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WSF Introduces New Electronic Fare System (EFS)



THIS FALL, WASHINGTON State Ferries (WSF) will begin converting to an electronic sales and fare collection system. Our sellers will continue to staff the tollbooths, and our ticket takers and attendants will still work the docks. The "electronic" part comes in when fares are sold and redeemed, they will be recorded and verified electronically.

Like systems used in many service businesses these days, the new EFS is based on simple bar codes. Businesses use bar code systems because they provide a faster, easier, more convenient way to serve customers.

The new system provides the convenience of advance ticketing, ticket sales over the web and at terminal kiosks, and prepares WSF for the new "smart card" regional fare collection system that will be introduced within the next two years.

In addition to the benefits to the customer, the electronic sales and fare collection system will also allow WSF to improve financial controls, increase the accuracy of our financial processing and reporting, and speed up processing time at our terminals as some of the ticket sales are moved away from the tollbooth.

Questions and Answers about the new Electronic Fare Collection System

Q. Why change now?

A. There are many reasons WSF is primed for the change, including:

- The current system is obsolete, prone to failure, and repair and replacement parts are no longer readily available.
- The new system offers customer services and conveniences currently unavailable.
- The new system prepares WSF to work with Puget Sound Region's Smart Card project.
- For many years the State Auditor's Office has requested that WSF implement a system that enhances revenue controls, is automated, and is designed to reduce cash handling at the tollbooths. The new system does this and more.

Q. What does the new system mean to me?

- A. Ticket books will be replaced by a multi-ride card.
- Advance purchase single ride fares will be available.
 Purchasing fares becomes easier with the addition of online and kiosk options.
- There will be turnstiles at East Sound terminals.
- There will be self-service car and driver booths at some West Sound terminals.
- Each ticket, multi-ride card and pass is assigned a number. The barcode is how the system reads the number.
- How it will work for you will depend on what fare media you use today.

Q. How do I purchase a ticket under the new system?

A. Single, full fare tickets: These scanable tickets will be available online, at a kiosk, and at the toll-booth, and can be purchased up to seven days in advance of travel. Infrequent users will be encouraged to use this method as a convenient way to speed up their transaction when arriving at the tollbooth.

Commuter Bonus Vouchers: WSF will continue to accept vouchers at the tollbooth as a method of payment for multi-ride cards and Puget Passes. Vouchers may also be mailed to WSF Customer Service for purchasing WSF-only monthly passes.

WSF Monthly Pass: You can still buy a monthly pass online, and in the future at a kiosk.

Transit/ferry pass: You can continue to purchase this pass wherever you currently purchase it. In the future it will be barcoded, and scanned when used for travel.

Coupon books: The current coupon ticket books will be replaced with a scanable multi-ride card, as will Senior and Disabled convenience books. The card will be available at the ticket booth, via the Internet, or from kiosks in the terminals.

Purchase Your Fare Media As You Go

- Purchase online/print at home
- Multi-ride car and driver cards, multi-ride passenger cards and single fare tickets can be purchased online and printed out at home. WSF recommends that the customer laminate or otherwise protect multi-ride cards to allow for multiple uses.

Purchase online/have mailed to you

- You may purchase your fare media as you need it, and have it mailed to you.
- Purchase Your Fare Media Once Automatic Revalue

Automatic revalue with a linked account

A customer can set up a linked account on the web that will download an additional set of rides or an additional month to their card when they have used up their existing rides or when the new month begins.

After the initial purchase, you would not have to go to a tollbooth, remember to order or wait for the card in the mail each month. Linked cards will also allow the customer to stop the use of a stolen or lost card and replace the value on a new card.

Q. How does it work?

A. All fare media will have a barcode that will be

Scanning: In most cases, the customer will present the ticket to the scanner, either at a passenger walk-on turnstile or at a vehicle tollbooth. After the successful scan, the turnstile will allow entry, or the seller will confirm the media is valid and the customer will proceed.

Assisted Scanning: At some locations, or at some high volume periods, a traffic attendant will scan the ticket (s) with a handheld reader.

Self-service tollbooth: Some West Sound terminals will have a self-service tollbooth for vehicles and drivers. The customer will scan their ticket(s) with a gate opening after the successful scan to allow entry to the holding area. If there is a problem reading the ticket, an attendant will assist.

Q. How can I learn more?

A. We have information online at http://www.ws-dot.wa.gov/ferries/improvement_projects/efs/ In addition, a WSF team will be out on the boats and in your community demonstrating the new system between now and fall 2005.

YOu may also e-mail EFS4U@wsdot.wa.gov or call Susan Harris-Huether at 206-515-3460. ■

Food Service Planned for Multiple Routes

COMMUTE TIME JUST became a little more pleasant and efficient for Washington State Ferries' (WSF) customers. Olympic Cascade Services has signed a concession contract with WSF to provide onboard food service on most routes and they have entered into an agreement with the Inlandboatmen's Union for employees to staff the service.

The return of food service may mean different things to different customers – some will multitask by eating their muffin on the way to work, while others will relax with a glass of wine on their way home. But, no matter how you slice it, everyone, including WSF, is elated that food service is coming back to the boats.

On Thursday morning May 26, Olympic Cascade Services started food service aboard the M/V WENATCHEE on the Seattle-Bainbridge Island route, and on the M/V TACOMA on Friday morning, May 27. Onboard foodservice began in time for the July 4th weekend on the Anacortes- San Jaun Island and Anacortes - Victoria, B.C. routes.

In the next several weeks, onboard food service will return to the Edmonds-Kingston and the Seattle-Bremerton routes. Food service on the San Juan Islands and Sidney routes will be provided during summer only.

"We're delighted to have food service back on the boats and we think our customers will enjoy Cascade's menu," said Mike Anderson, WSF's Executive Director. "Riders have been patiently awaiting this day. Now our staff and Cascade and its employees are working full tilt to get the food facilities ready."

Anderson thanked Cascade and the Inlandboatmen's Union for working together to bring food service back to those ferry runs on terms that would not require subsidy from other ferry financial sources.

Menus will include new items and longtime ferry rider favorites like popcorn and Ivar's clam chowder.

"We think riders will like our new offerings," said Nove Meyers, President of Olympic Cascade Services, "like the Chicken Chipotle Wrap, North-



west Garden Salad, Spirit Bay Chili, Breakfast Savory Croissant, Tully's Coffee, Caramel Pecan Cinnamon Rolls and Pizazzos."

Schedules will vary by route, but will generally begin with the second eastbound run of the day and continue until around 8 p.m. Cascade will provide food service on the Seattle-Bainbridge route from 5:20 a.m. until about 8 p.m. weekdays. When service begins on the Seattle-Bremerton run, galley hours will be from 4:50 a.m. until about 8 p.m.

The weekend schedule is still under development, but Meyers said food service likely will start a little later on weekend mornings, and the galley will stay open later on Friday and Saturday nights.

Vessels on the Fauntleroy-Vashon-Southworth route have had onboard food service since last June. The vendor, Sound Food, signed a trial contract with WSF that will continue through the end of summer this year and then will be evaluated. ■







'Picnics at the Pier' Promises Ferries, Food, and Fun

THIS SUMMER, WASHINGTON State Ferries will be hosting a series of free live music events at Seattle's Colman Dock/Pier 52 on the last Fridays of the summer months (June, July and August).

Business people on their lunch breaks, passersby and commuters waiting for their boats can enjoy the wonderful food at Colman Dock, energetic live music, and fun. Paired with the best view in town, it's a great lunch date or mini escape in your day. 95.7 KJR FM will also be onsite from 11:30 a.m. to 2:00 p.m., handing out prizes and taking your requests.

The picnics are the perfect summer treat, evoking a calypso feel with reggae, steel drum, and danceable rhythms that will appeal to all ages and all walks of life. The summer events are listed below. Picnic hours are 11:30am to 5:30pm.

June 24th - Clinton Fearon and the Boogie Brown Band July 29th - UltraViolet Uforia

August 26th - Toucans

SoundCrossings

WSF to Take Part in Local Summer Festivals

Washington State Ferries (WSF) is out to meet our neighbors this summer. WSF employees will be at several regional fairs and festivals from May through September.

WSF is part of the communities we serve. We live and work alongside you and we want to get to know you, discuss our plans for the future, and answer any questions you might have. You may meet any number of employees at a festival – from ferryboat captain to vessel engineer; or from terminal attendant to service planner.

We look forward to meeting with you. We hope you will stop by our booth and say "hello."

2005 Summer Fairs & FestivalsLook for the WSF Booth!

Taste of Tacoma June 25 - 26

Bainbridge Grand Old Fourth July 4

Vashon Strawberry Festival July 9 - 10

Jefferson County Fair (Port Townsend) August 13 – 14

Taste of Edmonds August 13 - 14

San Juan County Fair (Friday Harbor, San Juan Island) August 20 - 21

Island County Fair (Langley, Whidbey Island) August 20 - 21

Bremerton Blackberry Festival September 3 – 4

Port Townsend Wooden Boat Festival September 10-11





WSF Helps Honor Point Defiance Park's 100-Year Birthday



The M/V Defiance was part of the mosquito fleet, which operated until the 1930's.

THIS YEAR POINT Defiance Park, the premier park of Tacoma's Metro Parks, will celebrate its centennial. Point Defiance Park is home to a variety of recreational activities, including the Point Defiance Zoo & Aquarium, Owen Beach, Anthony's Restaurant, and one of Washington State Ferries' terminals.

The ferry terminal at Point Defiance serves passengers traveling between Tacoma and Tahlequah (on Vashon Island). The Point Defiance/Tahlequah ferry route has a character unlike any other in the ferry system due to the comparatively small number of riders, the lush and amazing park setting and the rich history of the area.

To help commemorate the centennial, Washington State Ferries is housing historic photos on the M/V Rhododendron, the vessel that operates on the Point Defiance/Tahlequah route, throughout the summer.

Metro Parks Tacoma is planning lectures, events, displays, a documentary and more from March 2005 through the end of the year to celebrate the past and plan for the future.

While you're visiting the Park, take a ride on the Rhododendron – you'll see the beauty of today's Point Defiance Park while viewing photos of its

Following is a timeline of the ferry terminal's history at Point Defiance Park. Courtesy Metro Parks Tacoma*:

History of the ferry landing at Point Defiance

1917 November 2, 1917 the Pierce Country Board of County Commissioners requested that the Metropolitan Park District grant a landing space for the M/V City of Vancouver on the waterfront area beneath the Nereides Baths. This site would be developed into the landing that is still used today.

1918 Survey work is underway for the ferry dock at Point Defiance. The Tacoma Sunday News-Ledger runs an article on January 20, 1918 detailing that there would be a 3-point run between Gig Harbor, Point Defiance and Vashon Island. No mention of the name of the ferry, but refers to it as a 140-foot ferry. Note: it is the counties that were entering into this work and were apparently running this ferry route at the time.

1929 The M/V Skansonia is built by the Skansie Brothers Shipyard in Gig Harbor. A "Ferry Quiz" article in Inland Crossings from June, 1991 states that its first run was from Gig Harbor to Point Defiance. When the first Tacoma Narrows Bridge was built (opened on July 1, 1940) the M/V Skansonia was transferred to the Tahlequah-Point Defiance run. Later in November, 1940 after the bridge collapsed in a storm, the M/V Skansonia was again placed on the Gig Harbor-Point Defiance Run for another 10 years of service.

1946 January 28, 1946 the Metropolitan Park District grants the City of Tacoma the possession of the ferry landing, approach and highway leading to it which runs through Point Defiance Park and the rights to construct, repair and maintain the ferry landing and approach.

1951 October 2, 1951 the City of Tacoma and the Washington Toll Bridge Authority, a State Agency operating the newly created Washington State Ferries, enter into an agreement where the ferry landing is leased to the State for 5 years commencing on June 1, 1951, with the lessee having the privilege of renewal.

1957 The parking facilities adjacent to the ferry landing are expanded. A Tacoma News Tribune article and photo dated July 18, 1957 outlines that between the ferry road and the boathouse, a new parking lot for 340 cars had been constructed.

1958 A series of agreements outlining financial responsibilities for maintaining the ferry landing, terminal and roadways are completed to the ferry dock. Also a new lease was entered into between the City of Tacoma and Washington State Ferries for a period of 15 years, starting February 17, 1958.

1978 December 15, 1978 an agreement was executed between the Washington State Department of Transportation, City of Tacoma and the Metropolitan Park District for improvements to be made on the ferry terminal, approach, landing and roadway. The project would be under the supervision of the City of Tacoma..

1991 An article in Inland Crossings from June, 1991 notes that the newly restored M/V Rhododendron will be put in service on the Tahlequah-Point Defiance run.

2005 An article in the June/July edition of Sound Crossings notes that Point Defiance Park is celebrating its centennial. Historic photos are placed on the M/V Rhododendron for all to enjoy.

*Unless otherwise noted, information is derived from an unpublished manuscript located at Metro Parks Tacoma, entitled History of Point Defiance Ferry Landing Agreements & Contracts by M. Joelene Smith, September 10, 1990. ■

Rideshare Currents

Seattle Tunnel Closure Prompts Smart Commuters to Carpool

The Downtown Seattle Transit Tunnel will be closed for up to two years, beginning September 24, 2005 to retrofit it for use by both buses and light rails. During that time, buses with routes now running in the tunnel will be operating on the surface streets.

Ferry commuters who drive aboard alone will find good reasons to try vanpooling or carpooling during the tunnel closure. Vanpools and carpools are flexible and can detour easily in traffic. By registering with Washington State Ferries they can also enjoy priority loading on specified sailings and their \$20 annual registration fee covers the vehicle and driver fare. Passengers in the vanpool or carpool pay applicable passenger fares.

Traveling into downtown for work or play during the temporary closure will be made easier through programs developed by Sound Transit, King County Metro, and the City of Seattle. These agencies have special incentives for commuters coming to employment sites in downtown Seattle during the tunnel closure. New vanpoolers to downtown sites can receive a one-time award of a \$100 gift card (good as cash). New vanpool drivers will receive a one-time award of a \$150 gift card. For details on these incentives or to join a vanpool contact: 888-814-1300 or log on to http://www.rideshareonline.com.

Do you have a question, comment, or a story idea for Sound Crossings?

Send it to:

SCEditor@wsdot.wa.gov or mail to:

Sound Crossings Editor, Customer & Community Relations Dept.; 2911 Second Avenue; Seattle, WA 98121-1012

Summer RV Travelers Pay Half Fare to Sidney, B.C.

N JUNE 1, Washington State Ferries reduced the fare for recreational vehicles (RVs) and buses traveling to Vancouver Island by 50% as part of a new promotional rate for the summer sailing season. A 40-foot RV traveling from Anacortes to Sidney would normally pay \$233.75 one way. As of June 1, the cost became \$123.75.

"The City of Anacortes is excited about the opportunity to promote this discount and bring back the RV tourist to this great State Ferry route," says Ian Munce, Director of Planning for the City of Anacortes. Munce is a member of the Tariff Policy Committee and worked to bring the oversize vehicle rates in line with competitor rates. The City of Anacortes spends hotel-motel tax dollars to promote this route.

"By removing the overheight component of the fare, we feel confident we can attract tourists driving recreational vehicles back to the most scenic route to and from Canada," added Munce. "Other ferry systems traveling to Victoria (Vancouver Island) were significantly cheaper than Washington State Ferries because of the overheight surcharge. But not anymore. Now we can compete."

The International route was exempted from the Tariff Route Equity policy that determines rates based on route distance. Based on competitive prices, the Tariff Policy Committee reviewed the financial implications and the space available on this route and determined that the market conditions would point to removing the overheight surcharge on this route. This promotional rate does not apply to Commercial Trucks.

Online Trip Planner Now Provides Ferry Link in Your Commute

SINCE 2001, KING COUNTY commuters have relied on King County Metro's Online Trip Planner to help them figure out the fastest, most direct, or most convenient way of getting from point A to point B by bus, commuter rail, or light rail. Now commuters throughout Puget Sound can figure in another mode of travel – a Washington State Ferry.

In February, the Regional Online Trip Planner began providing schedule information for buses, commuter rail, light rail, and Washington State Ferries.

The addition of ferry information to the Trip Planner allows people to plan trips between ferry terminals in Kitsap, Island, Snohomish, Pierce and King counties to any point served by the five transit agencies covering King, Pierce, and Snohomish counties.

Instead of looking up each leg of the trip on a different website or paper schedule, passengers can do it all via the Regional Online Trip Planner located at http://tripplanner.metrokc.gov. Trip Planner provides information on departure and arrival times, routes, boarding locations, and fares.

The latest addition to the Trip Planner database will provide information for Washington State Ferry routes serving 12 terminals: Kingston, Bremerton, Bainbridge, Edmonds, Clinton, Mukilteo, Seattle, Fauntleroy, Vashon, Tahlequah, Point Defiance, and Southworth.

Sound Transit and the Washington State Department of Transportation funded the \$14,500 cost of adding the ferry schedules to Trip Planner, and Metro staff integrated them into the existing database. There are now a total of six transportation agencies participating in the online service: Metro Transit; Sound Transit; Pierce Transit; Community Transit; Everett Transit; and Washington State Ferries.

Metro Transit debuted the first online Trip Planner in December 2001. The Regional Trip Planner went live in early 2003 – expanding the service with information on public transit in King, Pierce, and Snohomish counties, including Sound Transit's Regional Express bus routes, Sounder commuter rail, Tacoma Link light rail, and the Seattle Center Monorail.





Drought Emergency Issued Simple Ways to Conserve Water

THE WARM WINTER of 2004-05 experienced low snowfall and resultant low snow pack levels in the mountains. On March 10, Governor Gregoire issued a statewide Drought Emergency.

Although mountain snowfall has increased in late March and April, water shortages are still anticipated for the upcoming summer and early fall seasons. All Washington residents have been requested to reduce water consumption. There are many things you can do to use water wisely.

For example, here are some things you can do outside to save water on your property:

- Water your lawn early in the morning or later in the evening and be mindful when it's windy. The water you're using may not be getting to your plants and garden.
- Limit the water you use to approximately one inch per week, including rainfall. For best results, moisten the soil between 4 and 6 inches deep with each watering.
- $\bullet \ Consider \ converting \ to \ low-water \ landscaping.$
- Select the right plants for the right place and choose plants, shrubs, and trees that need minimal water.
- Consider drip irrigation for plants, shrubs, and trees.

Here are some things you can do inside your home:

- Take shorter showers.
- Don't let the water run when you are shaving, brushing your teeth, or hand washing dishes.
- \bullet Turn on the tap only when you need it.
- \bullet Don't use faucets at full pressure.
- Make sure you have a full load before running your washing machine or dishwasher.
- Convert to water-efficient toilets, faucets and showerheads. Check with your local utility; some offer free or give out rebates toward the purchase of water-efficient showerheads and faucet aerators.

Everyone should think about how to save water in their homes and their businesses — and be ready to follow whatever instructions they get from their local water supplier. ■

The information above is from the State Dept. of Ecology's website (http://www.ecy.wa.gov/programs/wr/drought/2005/drt_qanda.html).

Sounder Offers WSF Customers More Options to Seattle

Sounder Commuter rail service has added two connections from the Edmonds ferry terminal to Seattle. Below are commute options from Kingston to downtown Seattle.

For more information, visit http://www.soundtransit.org/.

Morning		
Leave Kingston (WSF)	Edmonds (Sounder)	Arr. Seattle (King Street Station)
5:50 a.m.	6:35 a.m.	7:08 a.m.
6:30 a.m.	7:05 a.m.	7:38 a.m.
Afternoon		
Leave Seattle (King St)	Arrive Edmonds (Sounder)	Leave Edmonds (WSF)
4:33 p.m.	5:01 p.m.	5:10 p.m.
5:13 p.m.	5:41 p.m.	5:50 p.m.

DISCOVER US HWY 101 ON HOOD CANAL

Less than an hour from Seattle by ferry, a less traveled section of US Highway for winds along a sixty-mile long stretch of two-lane highway that boasts spectacular views of the glacier-carved fjord called Hood Canal. Beautiful calm waters and majestic snow-capped Olympic Mountains grace the view as you travel through this byway of the Olympic Peninsula.

Hoodsport to Quilcene, small towns dot the Hood Canal with unique sights, sounds & flavors. The best of Northwest life can be found and experienced. Discover fishing, crabbing, beachcombing, scuba diving, wildlife viewing, hiking, golfing, and harvesting oysters. Plan for your family vacation to enjoy the seasonal activities or just enjoy a leisurely drive to view the State parks and the Olympic National Park along the way.

Puget Sound is known as a Diver's Paradise and Hood Canal contains some of the best of the region. The marine preserve is an excellent span of beach near Sund Rock, just North of Hoodsport in the Rest-A-While marina, where viewing of the marine life is plentiful, but taking it home for dinner is prohibited. Divers will see wolf eels, sea cucumbers, schools of copper rockfish, perch, octopi, and much more. Also north of Hoodsport is Octopus Hole, an underwater wall that is 20' deep and approximately 100 yards long. Contact HoodSport'n Dive for assistance from their full service dive shop, www.hoodsportndive.com or Mike's Dive Center and Beach Resorts www.mikesbeachresort.com.

Anglers will delight in the ability to jump between freshwater fishing and saltwater fishing in the same day. In over 4000 acres of glacier fed water, Lake Cushman is full of kokanee bull trout, cutthroat trout, and some land-locked Chinook salmon. Just a few miles downstream from Lake Cushman, Lake Kokanee provides additional opportunities for finding your catch of rainbow and kokanee trout. Consult "Larry's Fishing Report" for updates on fishing and crabbing in the Hood Canal area. www.cushmanboats.com. Public boat launches line the canal, or rent your own at Hood Canal Charters, contact Cindy Sund at csund56@yahoo.com.

All levels of hiking enthusiasts will find their perfect climb in the Olympic National Park. Enjoy the amazing Staircase areas, or hike the trail to Flapjacks Lake just beyond Lake Cushman Recreation Area or the popular Hama Hama Recreation Area with its 3.5-mile hike to Lena Lake. For maps and endless hiking ideas, access the Olympic National Forest website www.fs.fed.us/r6/olympic.

Few are aware of the international recognition given to the Hood Canal and two of its finest members - oysters and wine. Hood Canal oysters are sweet small treasures of goodness that are coveted throughout the world for their delicate, briny flavor, clean finish and firm texture. Lilliwaup has them available to buy fresh to eat or frozen and ready for shipping to your home, at the Hama Hama Co, www.hamahamaoysters.com. Equally, no trip to the Hood Canal is complete without stopping at the Hoodsport Winery. Taste their award winning Island Belle in the large and friendly tasting room or take home any of their distinctive vintages and varieties. The winery is open 10 – 6pm daily, www.hoodsport.com.

Those wishing to find a taste of the higher life and a true pampering must visit the newly remodeled Alderbrook Resort. This peaceful retreat brings the experience of the best spas in the world to a quiet South Canal setting in Union, Wash. Remember to bring your clubs too. The 18-hole golf course is just up the hill from the resort. www.AlderbrookResort.com.

Planning ahead for your trip in the month of August is advised. The Hood Canal Bridge will be closing for two 3-day periods. Be sure to contact the Washington State Department of Transportation for trip advisories or www.hoodcanalbridge.com.

Day trips, weekend get-a-ways, or retreats, the Hood Canal satisfies every palette, vision, and dream for the perfect experience. For more detailed information please visit, www.DiscoverHoodCanal.com.



Plan Ahead - Call 1-877-595-HCB2 (4222) For Closure Dates

Washington State Ferries Will Add, Adjust Service on Two Routes

THE WASHINGTON STATE Department of Transportation (WSDOT) plans to close the Hood Canal Bridge twice this August to replace each end of the bridge with a new roadway, currently being built next to the Bridge. Washington State Ferries will be adding and changing service during these closures to assist in providing service for both residents and visitors to the Olympic Peninsula area.

The ferry system will add service to the Port Townsend-Keystone route during the two closures. Service will begin at 4:45 a.m. from Port Townsend and last until 12:30 a.m. from Keystone.

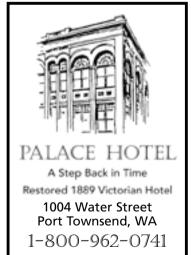
The ferry system also plans to place a second large vessel on the Seattle-Bremerton route during the closures, moving the larger M/V Spokane from the Edmonds-Kingston route to add capacity while the bridge is closed.

The Seattle-Bremerton ferry route can be used by travelers bound for the Olympic Penisula as a short-cut through Belair to SR 106, which then connects to Highway 101.

For more information on ferry service during the August bridge closures, call 1-888-808-7977 or www.wsdot.wa.gov/ferries. For more information on the final bridge closure dates, or on the Hood Canal Bridge project, call 1-877-595-HCB2 (4222) or www.hoodcanalbridge.com.









map source: www. discoverhoodcanal.com/ other-communities.xml

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